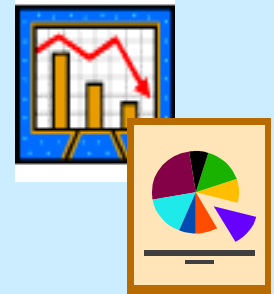


Analysis Function



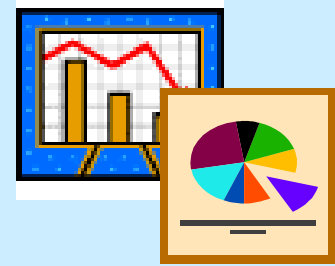
Purpose of Meeting



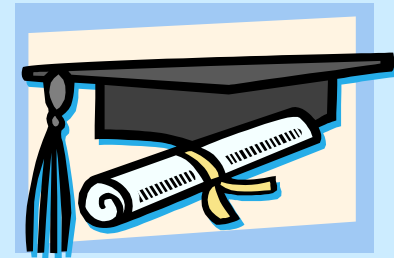
- Re-introduce the Analysis Function
- Re-introduce PAD and its Capabilities
- Discuss the relationship of PAD to other Units
- Identify Issues the Channels want analyzed
- Discuss the ability of PAD to address the Channels' needs



Our Shared Focus

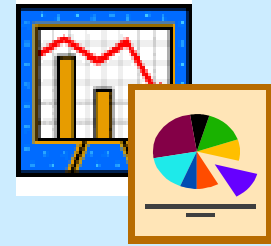


- SFA is committed to serving students
 - As customers
 - Through schools
 - Through financial partners



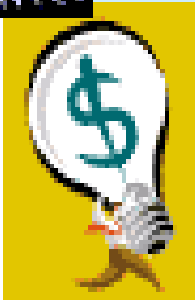
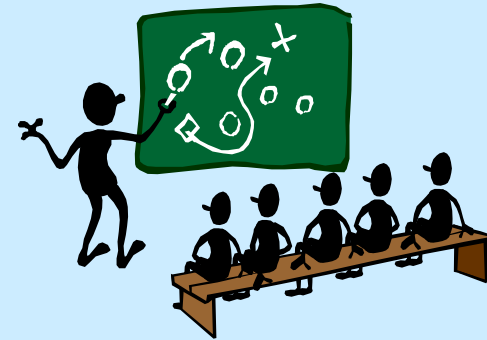


Our Challenges



Shared Challenges:

- Program services and delivery are performed by different teams.
- Each has its own Focus, Performance Plan, and Scorecard.
- Information about our customers, our programs, and even our operations reside in multiple places.



Opportunity:

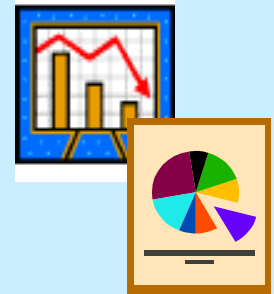
Establish our ability to evaluate and analyze program delivery & services at an enterprise-wide level

Outcomes:

- Develop sound strategies
- Improve customer service and program delivery
- Focus SFA resources effectively
- Reduce unit cost



Analysis Function

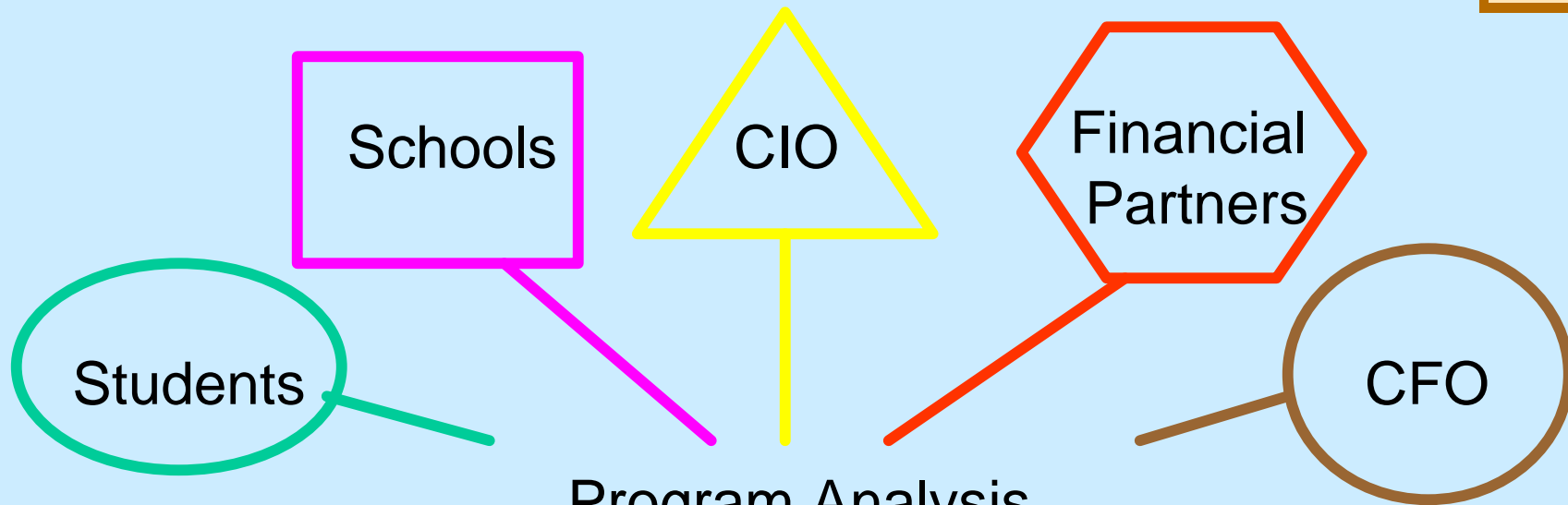


- Cross Channel
 - Analysis
 - Communication
 - Research



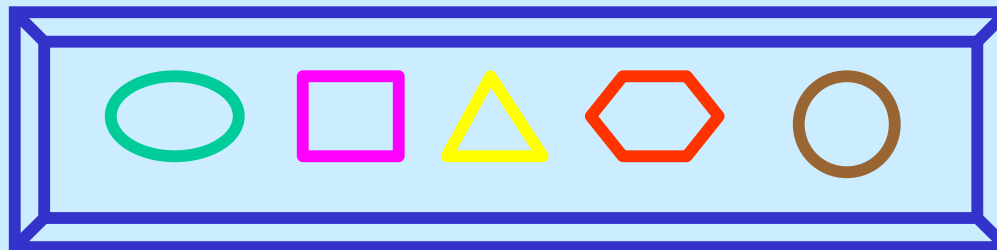
Unique Role of PAD

Analyses and Research focused on Cross-Channel Issues



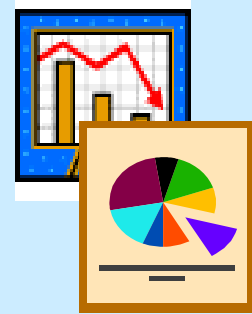
Program Analysis

Single source for summary statistics and reports
Coordination of analyzes for cross-Channel issues



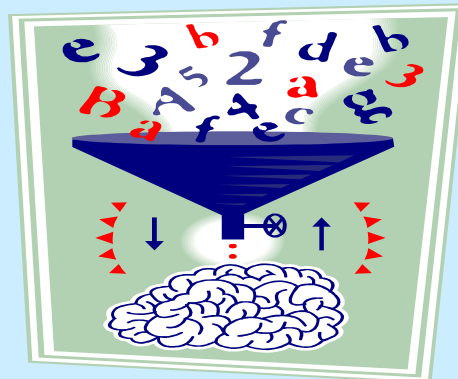


Supporting Continuous Growth



Strategic Information:

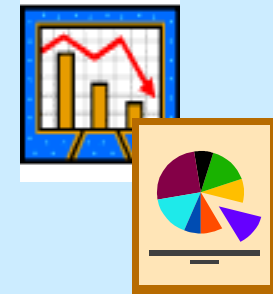
- Current research and best practices
- Interface with OPE, PES, NCES, on latest education research projects & outcomes
- Historical research projects
- Innovations in statistical analyses and research tools





Current Analysis Projects

Statistical analyses and trending for sound decisions



Program Analysis Studies

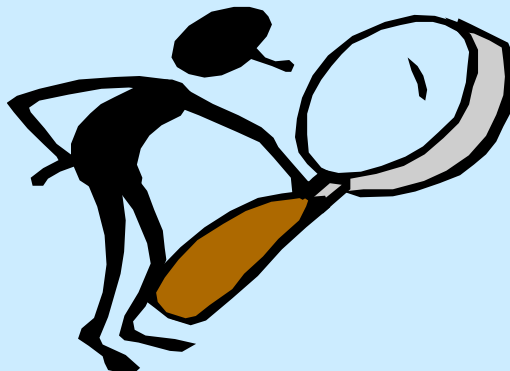
- Mid -Year Transfers
- Unpaid refunds study
- OIG Corrective Action plan on consolidating defaulters
- Direct Loan vs. FFEL cohort default rates



Benefits

Information needed to assess:

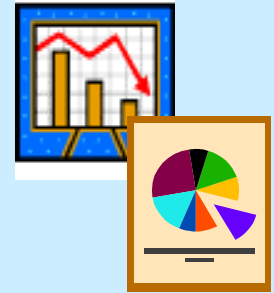
- \$ risk/impact on program integrity
- Impact on customers & partners
- Operational process & cost alternatives
- Concrete data to guide strategic planning





Process Approach for discrete, small scope issues

Example: Mid – Year Transfers
policy change



Process Approach Methodology

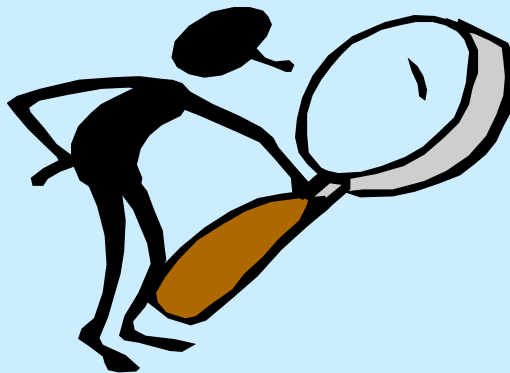
Analysis is done by:

- PAD Staff,
- Augmented by PAD external experts



Benefits of Analysis

- Better understanding of customers
- Identification of dollars at risk due to policy change
- Est. baseline to monitor student behavior over time, which Channel can use to determine if other policy actions needed



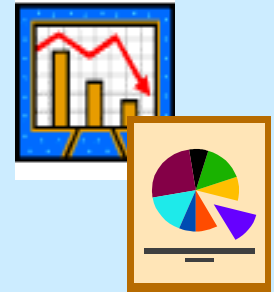


Process Approach

For general, moderate scope issues

Example: DL vs. FFEL Cohort

Default Rates Analysis



Process Approach Methodology

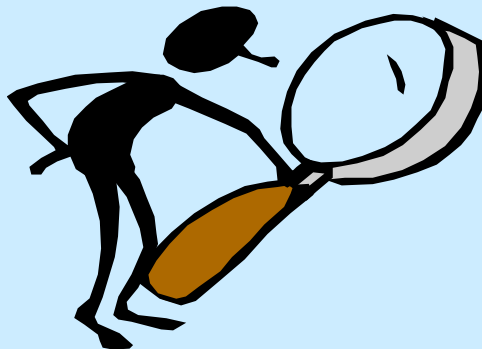
Analysis is done with PAD
leading a team of:

- PAD staff,
- Channel & Enterprise staff dedicated for a defined period of time and
- Augmented by external experts



Benefits of DL vs. FFEL Analysis

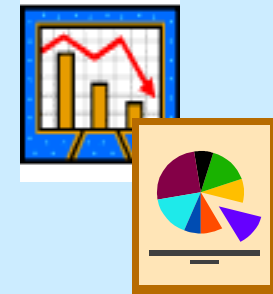
- Identify steps needed to manage & reduce DL CDR
- Identify key data to improve loan program oversight & integrity
- Modify Channel processes in response to data evaluations





Proposed Analysis Projects

Statistical analyses and trending for
sound decisions



Program Analysis Proposals

- Analyze default & loan repayment behaviors
- Analyze applicant income changes over time
- Profile students (potential students) who do not now receive aid

Benefits

Information needed to:

- Identify opportunities to reduce program costs, & student & partner burden
- Assess quantitatively impact of process & program changes
- Focus limited SFA resources effectively & inform policy discussions for reauthorization



Channels' Needs



- Interest in current analyses
- Channels' analysis needs
- Long term directions, initiatives, vision



Next Steps



- Contact within the Channel
- Identify Channel priorities